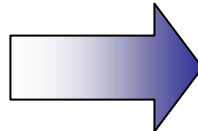


# eGovernment: The Perfect Bridge

2006 Montana Government  
Information Technology Conference  
December 7, 2006

# What is an eGovernment service?

- The customer has an electronic interface (Internet, PDA, Cell Phone, etc.)
- They provide information
- An action or series of actions take place on the information
- A service is delivered



SECRETARY OF STATE  
STATE OF MONTANA

CERTIFICATE OF EXISTENCE

I, Brad Johnson, Secretary of State of the State of Montana, do hereby certify that:

LOST TRAIL, SHI AREA, INC.

has filed its Articles of Incorporation in this office on 1 February 1990, and on that date has created a body public and corporate.

I further certify that all fees reflected in the records of the Secretary of State have been paid by said corporation and that the most recent annual report has been filed with this office.

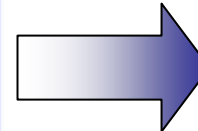
I further certify that no articles of dissolution have been placed on record in this office by said corporation and my records indicate the corporation is in good standing under the laws of the State of Montana and authorized to transact in business and conduct its affairs in this state.

The Secretary of State cannot certify that tax and penalties owed to this state on record with the Department of Revenue are current. Please contact the Department of Revenue at (406) 444-6900 to obtain information on tax status.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of the State of Montana, at Helena, the Capital, this 6 December 2000.

  
BRAD JOHNSON  
Secretary of State

Certified File Number: D003640



TEMPORARY LICENSE		ALS FEE RECEIPT	
ALSP 05191944 - 14 PIN: 671330315932		Provider# 50000 Print Date: 05/13/2003 Time 11:29:32	
		CONSERVATION AND FISHING Item Fee: \$67.00	
License Year: 02-01-2002 to 02-29-2004		Processing Fee: 2.62	
Provider # 50000 Print Date: 05/13/2003 Time 11:29:32		Total Collected From Customer: \$69.62	
JANE DOE 413 MAIN STREET TUMWATER WA 98501 Phone: 360-555-1235			
Sex: Female Weight: 145 Status: N		Eyes: BLUE Hair: BLOND Height: 5' 9"	
CONSERVATION LICENSE E 25			
SEASON FISHING E 25			
Residency: Years: Months:			
Signature of Applicant: _____			
MVP Director: JEFF HADENBERG			
This temporary license is valid for 10 days from print date. WARNING: Any alteration of this form voids the privileges granted by this license and constitutes a violation under MCA 97-2-119			

# “Bridging the Gap”

Connecting technical solutions and  
emerging technologies to business  
requirements



# The eGovernment Bridge

Government Mission: To serve the public

- Review services provided
- Identify services that lend themselves to electronic delivery
- Define the business requirements
- Look at supporting systems (databases)
- Develop the eGovernment service vision

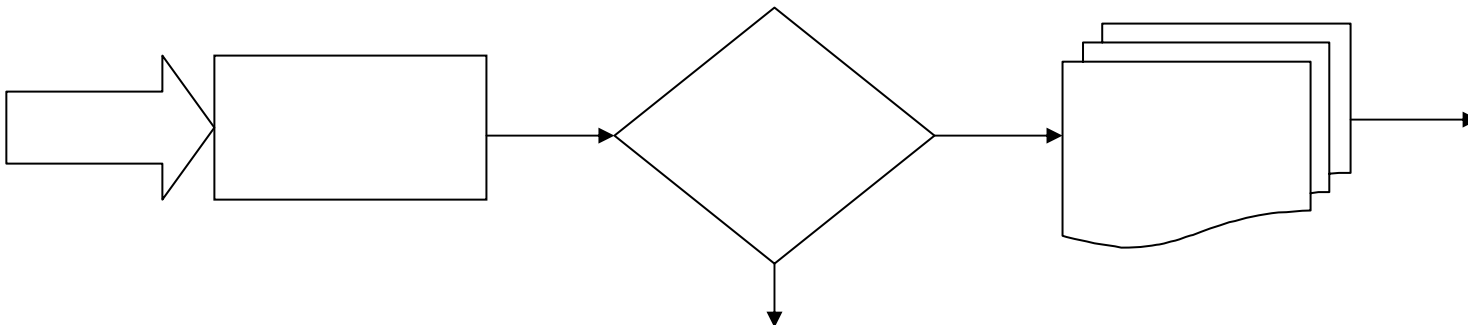
# eGovernment Visioning

- Dream BIG
- Say, “Wouldn’t it be cool if...”
- Ask your customers
- Where is your pain?
- Involve staff
- Do NOT discuss the technical solution



# Prototyping

- Create a graphical representation of the service
- Graphical interface
- Page flow
- Cover all features envisioned
- Go ahead and ask for the kitchen sink



# Developing the Solution

- Connecting the technical solution
- Investigate emerging technologies
- Brainstorm various solutions
- Discuss options for developing code
- Pick technology or technologies
- Be creative
- Review other states

Who knows???

How many certified  
eGovernment services  
does the State of  
Montana have?

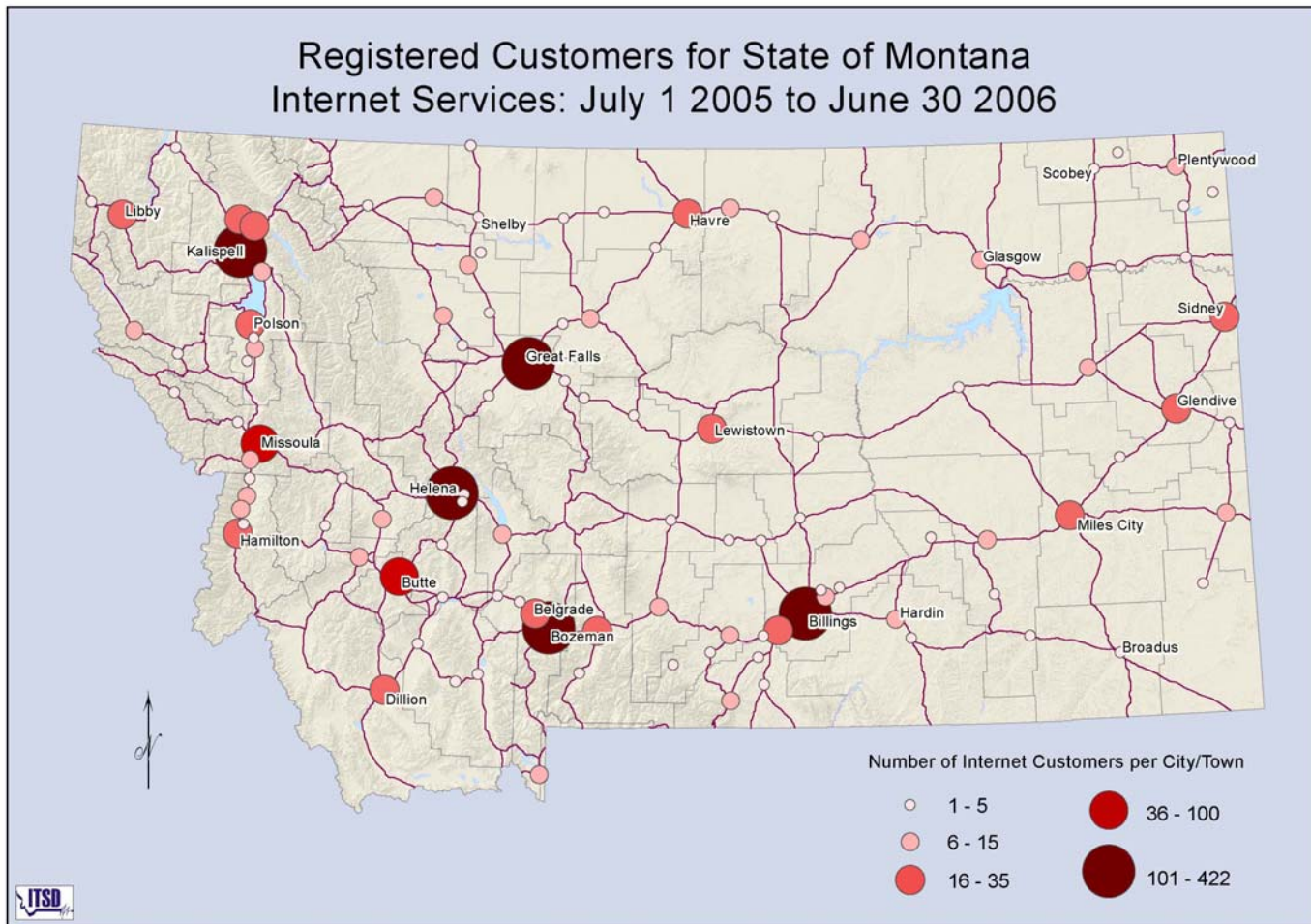




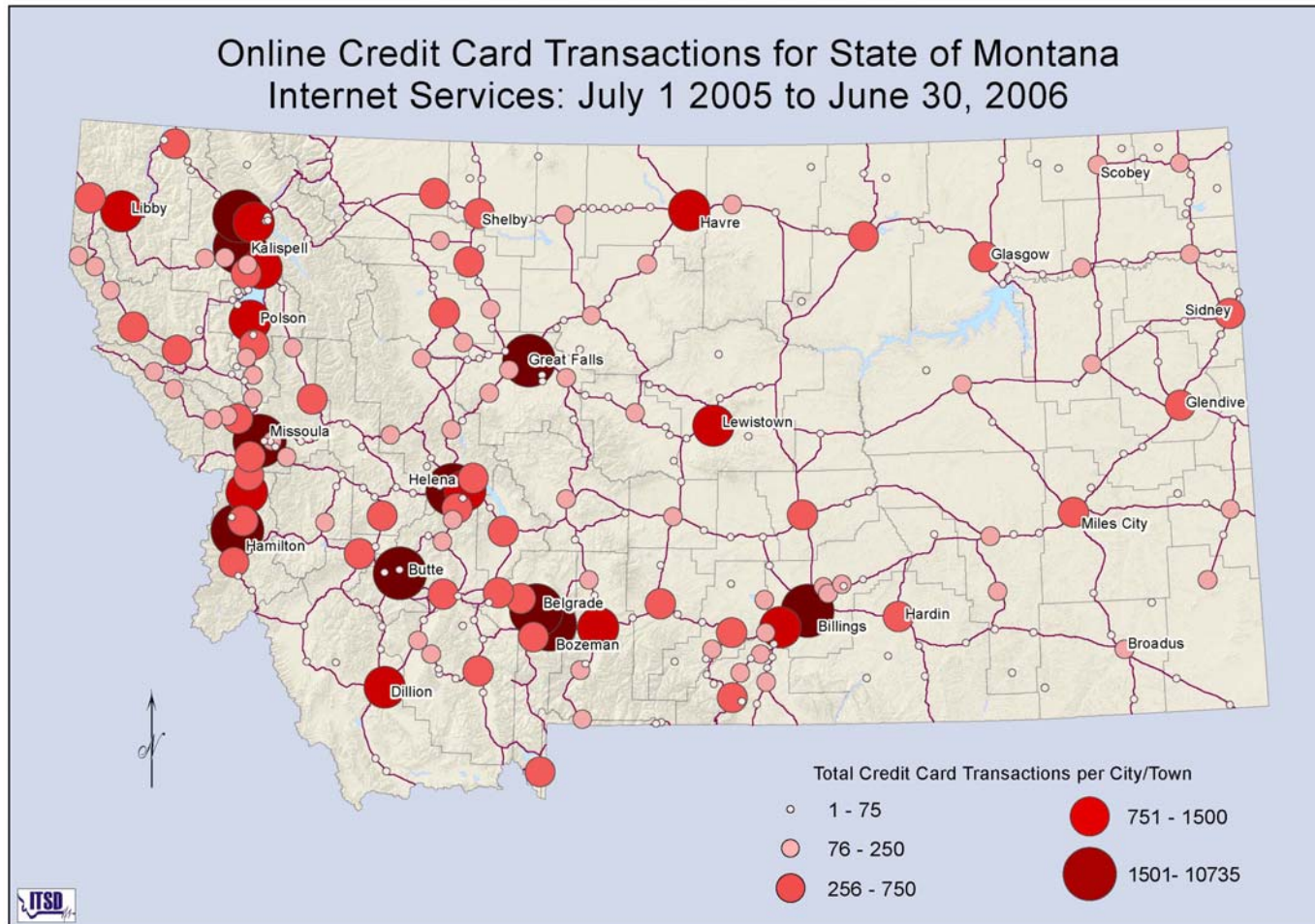
# Services in Place

- Completed 100 services from May 2001 through October 2006
- See <http://mt.gov> and select “Online Services”
- Participants: 14 state agencies, 2 local governments, 3 University of Montana campuses, 1 Montana State University program

# Registered mt.gov Customers



# Credit Card Transactions



Who knows???

How much money has  
been collected through  
the State's  
eGovernment services  
since January 2006?



# Money Collections

- January 2006 – December 11, 2006:

**\$164,000,000**


- January 2005 – December 2005:

**\$135,027,060**

Who knows???

What are Montana's top  
four most visited  
eGovernment services?

# Correctional Offender Network



Montana Department of Corrections

## Correctional Offender Network Search

**“Public Safety & Trust”**

[INSTRUCTIONS](#) [SEARCH TIPS](#) [FEEDBACK](#)

### CON

**Correctional Offender Network**

The CONWEB service searches for the records of convicted felons in the state of Montana.

- [Correctional Status Glossary](#)
- [D.O.C. Victims' Information](#)
- [Board of Pardons and Parole](#)
- [Sexual/Violent Offender Registry](#)

Database was last updated:  
11/24/2006

[REQUEST](#) THE ENTIRE MONTANA DEPARTMENT OF CORRECTIONS OFFENDER WEB DATABASE. [DISCLAIMER](#)

[TRY THE DEMO](#)

#### Department of Corrections I.D. Number

Or choose at least one of the following criteria:

Last Name	First Name	Sex
<input type="text"/>	<input type="text"/>	- <input type="button" value="v"/>

#### Date of Birth

- Month - <input type="button" value="v"/>	- Day - <input type="button" value="v"/>	Year <input type="text" value="i.e. 1948"/>
--------------------------------------------	------------------------------------------	---------------------------------------------

Race	Active Offender Type
- Choose One - <input type="button" value="v"/>	- Choose One - <input type="button" value="v"/>



# Child Support Payment Information



**Child Support Payment Information**

MONTANA DEPT. OF PUBLIC HEALTH AND HUMAN SERVICES

CHILD SUPPORT ENFORCEMENT DIVISION

**Instructions**  
HOW TO USE THIS SERVICE

**Glossary**  
FIND DEFINITIONS HERE

**FAQ**  
ANSWERS TO FREQUENTLY ASKED QUESTIONS

## Look up your Child Support Information online

Enter your data in each field below and press submit to begin your query.

**Social Security Number:**

**Case Number:**

Displayed information is the most current available and is exactly the same as the information available to CSED staff.

CSED does not handle the TANF pass-through payments.

**DISCLAIMER:** CSED online payment information is provided as a public service. The information is unofficial and may not be a complete statement of your CSED account. The amounts listed show the amount of money received from the non-custodial parent, but that may not be the same amount that was sent to the custodial parent. Please be sure to check with your bank to learn how much was actually deposited to your account.


[▶ TRY THE DEMO](#)

[Online Services](#) [Department of Health and Human Services](#) [CSED Home](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)





# Hunting and Fishing Licenses



**Montana Fish, Wildlife & Parks**  
ONLINE LICENSING SYSTEM

[INSTRUCTIONS](#) [FEES](#) [FEEDBACK](#) [Contact Us](#)

## Welcome to the Online Licensing System


**Important News and Information**

The general hunting season for deer and elk began Sunday, October 22, 2006. Plan ahead when ordering elk and deer hunting licenses online. It may take up to 10 days to receive your tags.


Select an option from the list below to see what's available for you:

- [I am a Montana Resident with a Montana Driver's License or Montana Photo ID](#)
- [I am a Montana resident youth \(under 18\) using my parent's driver's license to verify residency](#)
- [I am not a Montana Resident](#)

[TRY THE DEMO](#)



**Live online SUPPORT**  
click here



Things you should know

**Helpful Links**

- [Party Application Info](#)
- [Fishing Regulations](#)
- [Hunting Regulations](#)
- [Interactive Hunt Planner](#)
- [Smith River Float](#)
- [Black Bear ID Test](#)
- [Parks and Recreation](#)

# Business Entity Search



**CONTACT INFORMATION**

PO Box 202801  
Helena MT 59620

406.444.3665

sos@mt.gov

State Capitol  
2nd Floor RM 260  
Helena MT 59601

**MONTANA SECRETARY OF STATE**

**BRAD JOHNSON**

**Business Entity Search**

[Instructions](#) [Search Tips](#) [Feedback](#)

Enter Business Name Here:

Enter exact spelling to narrow your search.  
Omit symbols i.e., + = # from name. [More search tips](#)

Submit Query

[Data Current as of...](#)

**MONTANA...**  
WE MEAN BUSINESS.

**PEOPLE WHO USE THIS SERVICE ALSO USE:**

- **Corporate Records**  
Download Business Entity Information
- **Registered Principals Search**  
Search for officers/directors of a business
- **Certified Copies**  
Order certified documents from SOS

GET ONLINE, NOT IN LINE

[TRY THE DEMO](#)

# Innovative Thinking



Montana Department of  
Environmental Quality

## TankHelper



[Instructions](#) [How Do I](#) [Feedback](#)

### Welcome to Montana TankHelper

YOUR INTERACTIVE GUIDE TO MONTANA UNDERGROUND STORAGE TANK RULES



Training for petroleum system operators to:

- \* Learn about your petroleum equipment
- \* Understand rules and responsibilities for your facility
- \* Get best management practices
- \* Simplify complex regulations
- \* Create site-specific management plan

[Start a New Session](#)

[Complete Previous Session](#)



## DGAA

Digital Government Achievement Award

2006 WINNER

[Online Services](#) [DEQ](#) [Underground Storage Tanks](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)



Montana's Official State Website

# Breaking the Traditional Mold

Montana Department of Justice - Motor Vehicle Division

Mike McGrath  
Attorney General

## Driver History Records Service

[Instructions](#) | [Fees](#) | [Feedback](#)



The Driver History Records Service allows public users that hold a Montana Driver License and registered users to search for a driving record by entering the appropriate driver license number, name and date of birth.

Learn more about becoming a [registered user](#).

Public User

Registered User

[▶ TRY THE DEMO](#)

[Online Services](#) [Montana Department of Justice](#) [Motor Vehicle Division](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)



# Customer Centric Focus

Montana Department of Revenue

## Online Tax Payment

[Instructions](#)

[Fees](#)

[Feedback](#)

Welcome to Online Tax Payment, your gateway to online state individual income tax payment. You can use this service to pay both current and past year state individual income taxes and estimated taxes. You'll need the following:

- **Social Security Number**
- **Tax Payment Information**
- **a Credit Card (Visa or Mastercard) or Bank Account Information (eCheck)**

NOTE: You are still required to submit a copy (electronic or paper) of your tax forms. For more information, please read the [instructions](#).



■ **To begin, choose your filing status below:**

– Choose One –



Continue

[▶ TRY THE DEMO](#)

[Online Services](#) [Department of Revenue](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)

 **mt.gov**  
Montana's Official State Website

 **mt.gov**  
Montana's Official State Website

# Service When Customers Need It

MONTANA DEPARTMENT OF LABOR & INDUSTRY

Unemployment Insurance For You


[INSTRUCTIONS](#) | [HOW DO I](#) | [FEEDBACK](#)

The Montana Department of Labor and Industry, Unemployment Insurance Division welcomes you to **UI4U**.

This service allows you to file your unemployment insurance claim, reactivate your claim, file biweekly request for payment, view and print your 1099-G, or review your claim.

START >>

[Glossary](#) | [Unemployment Benefits Estimator](#)  
[Partial Benefits Calculator](#) | [Benefits Rights and Information](#)  
[ADA Information](#)



Digital Government Achievement Award  
2005 WINNER

TRY THE DEMO

**You will need the following information to file:**

- ☐ Your Social Security Number
- ☐ Your current mailing address
- ☐ Your telephone number and/or email address
- ☐ Complete name, address and phone number of all employers you have worked for since 07-01-2005

**If you are an ex-military member:**

- ☐ A copy of your DD214, Member 4 will need to be mailed to our office. Note: You may file an unemployment claim after your discharge date shown on your DD214, Member 4.

**If you were a Federal employee:**

- ☐ Your SF8 or SF50 may assist you in filing your claim.


**If you obtain work through a union:**


- ☐ The name and local number of your union hall

**If you are not a U.S. Citizen:**

- ☐ Alien registration card number and expiration date

[Online Services](#) [Department of Labor & Industry](#) [Unemployment Insurance Division](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)

  
Montana's Official State Website

  
Montana's Official State Website

# Moving Outside the Box

Montana Department of Justice · Motor Vehicle Division

Mike McGrath  
Attorney General

## Temporary Registration Permit

[Instructions](#) | [Fees](#) | [Feedback](#)



This service allows you to create, reissue and void Temporary Registration Permits for recently purchased vehicles.

Searching for a vehicle by Vehicle Identification Number is also available.

Username:

Password:

New

TRP Training  
is now available!



START TRAINING

Login


[▶ TRY THE DEMO](#)

[Online Services](#) [Department of Justice](#) [Motor Vehicle Division](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)





# Improving the Business Climate



**Montana Secretary of State**  
**BRAD JOHNSON**  
***Business Entity Annual Report***


[Instructions](#) [Fees](#) [Feedback](#)

This service allows you to file your annual report with the Secretary of State's Office.  
Enter your organizational ID number to begin your filing.

Organizational ID Number:

**Please note: Your organizational ID is a alpha character followed by six numeric characters and should not contain a hyphen or space.**

[What's my Organizational ID Number?](#)




**Contact Information**

PO Box 202801  
Helena MT 59620

406.444.3665

sos@mt.gov

State Capitol  
2nd Floor RM 260



**DGAA**  
Digital Government Achievement Award  
2005 WINNER

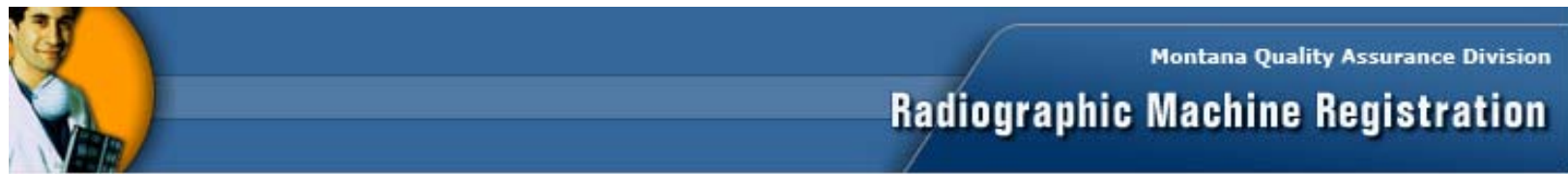
[TRY THE DEMO](#)

To avoid duplicate payment, please do not file your annual report on-line if you have already sent your paper document to the Secretary of State's Office. The SOS Office is not able to provide refunds in accordance with 2-6-103, MCA

Important: All information provided, including names and addresses of officers and directors, will be made available on the Secretary of State's Office web site or upon request.



# Improving Health and Well Being



[INSTRUCTIONS](#) | [HOW DO I](#) | [FEEDBACK](#)

**GETTING STARTED**

**NEW CUSTOMER?**  
[SET UP AN ACCOUNT >>](#)

**CUSTOMER LOGIN**  

Select Your County 

[Start](#)

## Welcome to Radiographic Machine Registration.



This service allows the healthcare industry to register their radiographic x-ray equipment on a biennial basis as required by law.

[▶ TRY THE DEMO](#)

[Online Services](#) [DPHHS Home](#) [Quality Assurance Division](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)



# State Government Efficiencies



**Online License Renewal**

Instructions Fees Feedback

Welcome to Online License Renewal. Online transactions need to be completed by midnight Mountain Time on the renewal deadline date to avoid incurring a late fee. To begin, choose your license type below.

Choose License Type:


Acupuncturist

Continue


NEW SERVICE: Employers can now set up an account to pay for your employees' license renewals, [click here to learn how!](#)

[Who can renew online?](#)

[▶ TRY THE DEMO](#)


**PEOPLE WHO USE THIS SERVICE ALSO USE:**

- **Licensee Lookup**  
Search for licensed professionals
- **Educator Licensure Display**  
View your educator license online
- **Other Services**  
Browse all of our services

**GET ONLINE, NOT IN LINE**

# Central eGovernment Services

## Conference and Training Registration Service



Montana's Official State Website

Conference and Training Registration  
Department of Administration

INSTRUCTIONSHOW DO IFEEDBACK

2006 Montana Government IT Conference - Registration  
Information  
*"Bridging the Gaps"*



The theme of the 3rd Annual Montana Government Information Technology Conference has been developed to enable and foster the sharing of ideas, products, services and experiences that will help government IT professional understand how to "Bridge the Gap" between the business units of government and information technology.

More information is available at <http://itconference.mt.gov/default.asp>

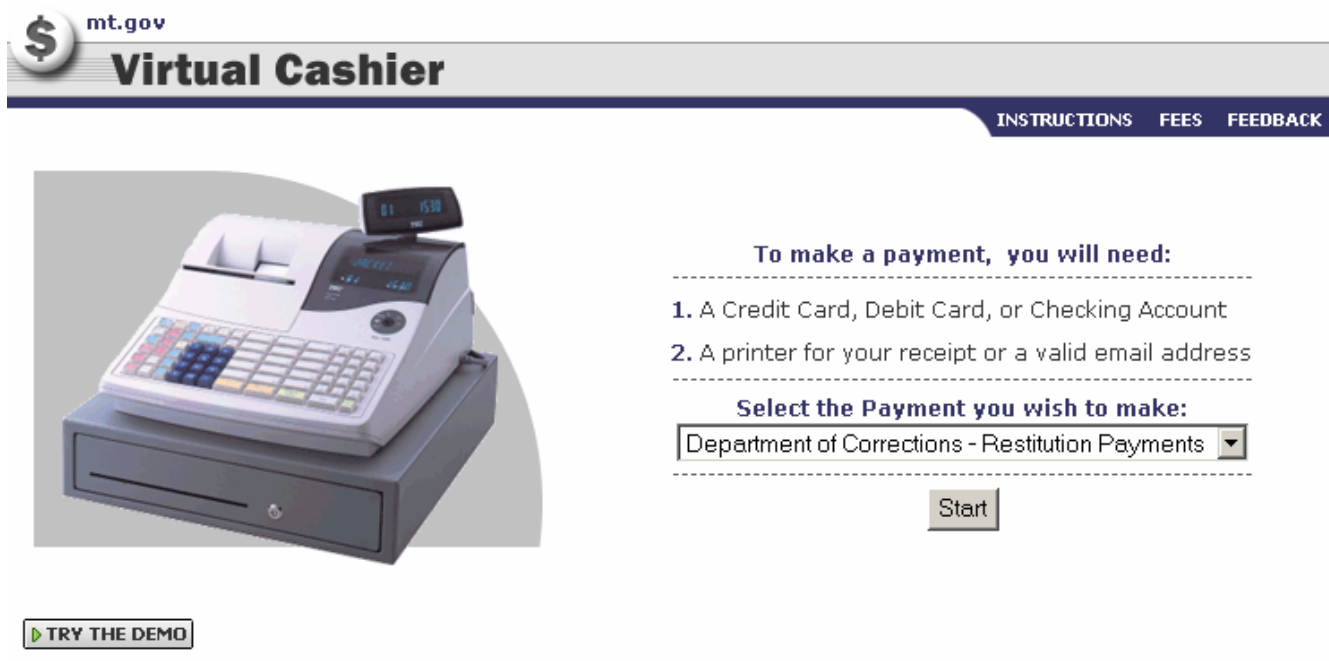
**DEC 06 - DEC 08, 2006**  
**Red Lion Colonial Inn**  
2301 Colonial Drive  
Helena, MT 59601  
406-443-2100

**Main Contact**  
Gordy Conn  
[gconn@mt.gov](mailto:gconn@mt.gov)  
Phone: 406-444-3170

StartPrint

# Central eGovernment Services

## Electronic Payment Portal





The image shows a screenshot of the Montana Virtual Cashier website. At the top, there is a header with the "mt.gov" logo and the text "Virtual Cashier". Below the header, there are links for "INSTRUCTIONS", "FEES", and "FEEDBACK". The main content area features a large image of a physical cash register on the left. To the right of the cash register, there is a section titled "To make a payment, you will need:" followed by a list of two requirements: "1. A Credit Card, Debit Card, or Checking Account" and "2. A printer for your receipt or a valid email address". Below this list, there is a section titled "Select the Payment you wish to make:" with a dropdown menu currently showing "Department of Corrections - Restitution Payments". A "Start" button is located below the dropdown menu. At the bottom left of the main content area, there is a "TRY THE DEMO" button.

[Online Services](#) [Privacy & Security](#) [Accessibility](#) [Contact Us](#)



# Central eGovernment Services

## eCalendar



Wednesday  
December 06th 2006

Statewide

<< December >>

Su	Mo	Tu	We	Th	Fr	Sa
					1	2 [wk]
3	4	5	6	7	8	9 [wk]
10	11	12	13	14	15	16 [wk]
17	18	19	20	21	22	23 [wk]
24	25	26	27	28	29	30 [wk]
31						

December 2006

Jump to Month

Today This Week This Month This Year

Calendar View List View

From: 12/3/2006

To: 12/9/2006

Search


Events

<< December 3 to December 9 , 2006 >>


Date & Time	Event Title
Monday December 04th 2006 09:30 AM - 03:00 PM	<a href="#">Native American Tobacco Work Group</a> Location: Wingate Inn in Helena Contact: Julia Evans, jlevans-meeks@mt.gov
Monday December 04th 2006 10:00 AM	<a href="#">Real Estate Appraisers - Open/Adjudication</a> Location: 301 S Park 4th Floor Helena, MT Contact: Barb McAlmond, dlibsrea@mt.gov
Monday December 04th 2006 01:30 PM	<a href="#">NOTICE OF PUBLIC HEARING ON PROPOSED AMENDMENT</a> Location: Department of Public Health and Human Services Building, 111 N. Sanders, Helena, Montana Contact: Dawn Sliva, dsliva@mt.gov
Monday December 04th 2006 01:30 PM - 04:30 PM	<a href="#">Transforming Mental Health Care in Montana Workgroup</a> Location: 1310 E Lockey St, Helena, MT Contact: Gene Haire, ghaire@mt.gov
Monday December 04th 2006 01:30 PM - 04:30 PM	<a href="#">Transforming Mental Health Care Work Group Meeting</a> Location: Old Livestock Building, 1310 East Lockey Street, Helena Contact: Gene Haire, ghaire@mt.gov

# Central eGovernment Services

## mt.gov Shopping Cart

the official state website


OnlineS

**Montana Historical Society Museum Store**


Welcome to the Museum Store's online shopping cart!

ENTER STORE

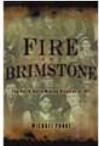
Featured Items




[Lady Blackrobes: Missionaries in the Heart of Indian Country](#)



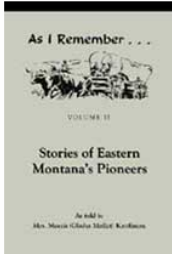
[One Night in a Bad Inn](#)




[Fire and Brimstone: The North Butte Mining Disaster of 1917](#)




[2007 Montana Historical Society Calendar](#)



[As I Remember: Stories of Eastern Montana's Pioneers Volume #2](#)



[Copper Chorus: Mining, Politics, and the Montana Press, 1889-1959](#)



[Big Sky](#)

Contact : [Customer Care](#)

[DiscoveringMontana.com](#) | [Online Services](#) | [Privacy & Security Policy](#) | [Accessibility](#) | [Contact Us](#)


Who knows???

What is the current  
largest enterprise wide  
eGovernment initiative?



# Central eGovernment Services

## ePass Montana Single Sign On



The screenshot shows the ePass Montana Single Sign On page. At the top left is the **mt.gov** logo with the tagline "Montana's Official State Website". To the right is a banner image featuring a landscape, a city skyline, and two Native Americans. Below the banner is a green navigation bar with the text **EPASS MONTANA** and a series of menu items: [About Montana](#), [Tourism & Recreation](#), [Working & Living](#), [Online Services](#), [Business](#), [Government](#), and [Education](#). Below the navigation bar is a white section with the heading **Welcome to ePass Montana** and three buttons: [Instructions](#), [How Do I](#), and [Feedback](#). Below this is a section with an image of a briefcase and the text: **ePass Montana** is a convenient and secure way to use your state government services. State agencies may request your username, but will never request your password. Never share your password with anyone. Below this text are two main sections: **Existing Customer** and **New Customer**. The **Existing Customer** section contains a **Username:** label, a text input field, a **Password:** label, a text input field, a [? Forget your password?](#) link, and a **Login** button. The **New Customer** section contains the text "Create an ePass Montana account by selecting the button below:" and a **Create an Account** button. At the bottom of the page is a green footer bar with links: [Privacy & Security](#), [Accessibility](#), [Contact Us](#), and [Search](#), followed by the **mt.gov** logo and tagline.

**mt.gov**  
Montana's Official State Website

**EPASS MONTANA**

[About Montana](#) [Tourism & Recreation](#) [Working & Living](#) [Online Services](#) [Business](#) [Government](#) [Education](#)

**Welcome to ePass Montana** [Instructions](#) [How Do I](#) [Feedback](#)

 **ePass Montana** is a convenient and secure way to use your state government services. State agencies may request your username, but will never request your password. Never share your password with anyone.

**Existing Customer**

Username:  Password:

[? Forget your password?](#)

**Login**

**New Customer**

Create an ePass Montana account by selecting the button below:

**Create an Account**

[Privacy & Security](#) [Accessibility](#) [Contact Us](#) [Search](#) **mt.gov**  
Montana's Official State Website



# What is ePass Montana?

- Federated identity management solution
- One person, one password
- Moving all externally facing-services (Internet services available to citizens and business) to one username/password service
- Services requiring security only
- Authentication Only

# Why ePass Montana?

- Increasing focus and attention on security with interest and regulations/requirements growing exponentially
- Single security solution
- Build it once, use it many times
- As new security solutions (e.g. Real ID) and requirements are mandated, we only change it once

# Why ePass Montana?

- One auditable solution (by Legislative Audit Division, CIO's Office, Office of Cyber Protection, and Federal Government)
- To control one point of entry to state network
  - Decreasing entry points, increases overall security

# Why ePass Montana?

- As each service is federated, the strength of the identity is increased
  - We can do this better together than individually
- Makes it easier on our customers
- Increases adoption rates of our eGovernment services

# ePass Montana Conclusion

- The Federal Government really wants States to participate and “mandates” are foreseeable
- For cost efficiencies and security oversight a single solution makes sense
- Strategically, ePass Montana positions the State to more easily implement other security mandates that may be placed on the State (Real ID or others)
- Our customers will be well served by the seamlessness of state government working together in a unified manner
- Local governments can also participate

# Questions?